

X 1 2 - D I A L U P



X12 (HIPAA) Dial-up Transmission System

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Preface

General

This document is a software user manual for the HP dial-up batch transmission system. This system is generally referred to as “Dial-up.” Individual entities transmitting data to or from HP are referred to as “Trading Partners.”

Version and Release

This document is based on and dependent on Dial-up version 1.1. However, the information contained within is useful for Dial-up regardless of the actual version or release.

Purpose & Scope

Dial-up allows automated or manual batch electronic data interchange (EDI) via asynchronous modem communications. Only HP approved Trading Partners may use this system. Contact the HP EDI technical support help desk for information about becoming an approved Trading Partner.

HP will not correct errant data. Transmissions that do not pass the automated TA1 edits built into Dial-up are rejected immediately in their entirety. Trading Partners must verify that they received an error free TA1 transaction for every transmission before assuming a transmission has been received by HP. The TA1 transaction is returned immediately after a transmission has been received and verified by Dial-up and before communications are disconnected. TA1 transactions are not available for post-pickup. Contact your software vendor or HP EDI technical support for more information regarding the TA1 transaction and its interpretation.

The core functionality of Dial-up is HIPAA X12 batch EDI communications. Peripheral functionality may vary over time as business needs arise. For example, the list of X12 transactions accepted by HP today may change tomorrow or transmission log viewing may be added. Software vendors who automate manual dial-up procedures must make allowances for changes that will occur unannounced due to peripheral functionality.

Dial-up is Trading Partner specific. Trading Partners may not submit transmissions for other Trading Partners. This type of activity abates duplicate transmission checking and audit logging. Dial-up does limited editing for this type of activity. Your Trading Partner agreement details the penalties for attempts to abate duplicate transmission or audit logging which include exclusion from dial-up access.

High Level Design

- **Alignment with standards efforts** – All data transfers to and from HP must be in HIPAA compliant X12 formats unless other arrangements are made in a Trading Partner Agreement. TA1 is the robust acknowledge used by dial-up to confirm receipt of a file transmission.
- **Menu Options** – Every effort will be made to maintain consistent menu option lettering. For example, “A” on the main menu will always be Transmission Submission and “B” will always be Transmission Retrieval. As peripheral features are modified menu lists must change. Unused letters or retired letters will be first choices for new features.
- **Simplicity** – Menus will be developed in a logical progression of steps rather than overloading any one-menu screen. Every screen will have an option allowing the user to return to the main menu.

Communications Settings

Modifying your modem communications settings is difficult and may cause other applications to fail. If your computer does not operate properly the first few times you attempt to communicate with HP, your modem settings may be the culprit. HP technical support staff will not make changes to your computer or its application software. Contact your local computer specialist or vendor to modify modem communications settings. The table below details common modem settings your computer specialist or vendor can use to resolve asynchronous communications issues.

Element	Source
Trading Partner ID/Dial-up logon	Obtain from HP EDI Tech Support
Dial-up Password	Obtain from HP EDI Tech Support
Phone Number	1-800-741-0135
Scheduled Maintenance Times	<i>Subject to change</i>
Baud rate	2400 – 56K
Data bits	8
Parity	N
Stop Bits	1
flow control (RTS/CTS or Xon/Xoff or None)	Flow Control = RTS/CTS or Hardware
error correction (Y/N)	Yes
data compression (Y/N)	Yes
Modulation	Standard
Asynchronous Protocols available	Zmodem (Zmodem is Recommended) Xmodem XmodemCRC Xmodem1K Xmodem1KG Ymodem YmodemG Kermit ASCII

Core Functionality

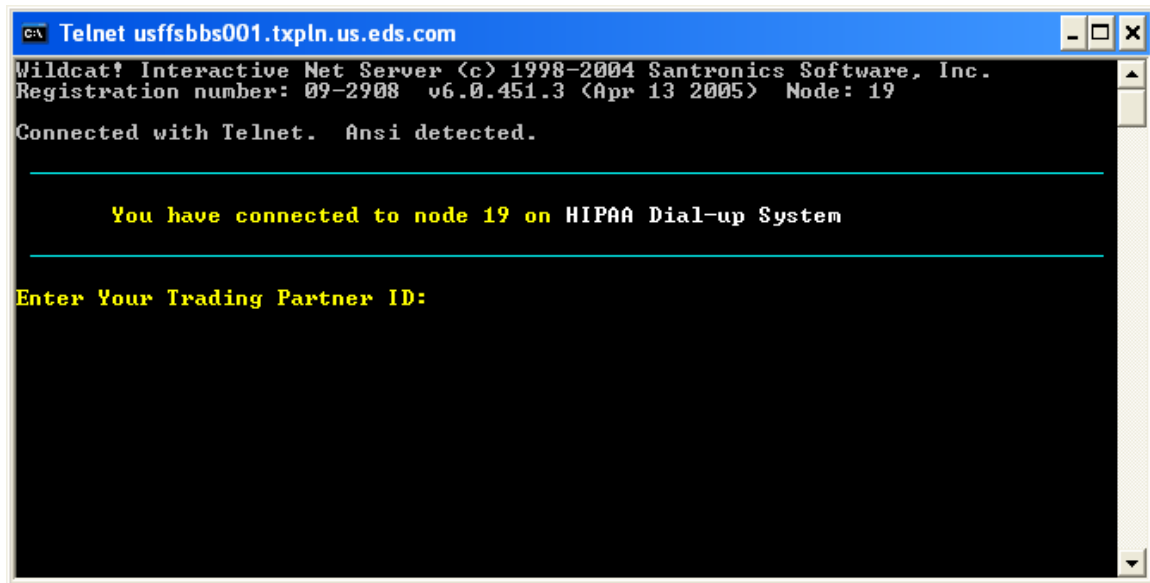
The core functionality of Dial-up will not change. Peripheral features will be modified dependant on business needs. Below is a table listing Dial-up core functionality and a short description.

Core Function	Short Description
Transmission Submission	Sends approved HIPAA transmission files to HP for adjudication. For example 837(s).
Transmission Retrieval	Returns approved HIPAA transmission files to the Trading Partner. For example 835(s).
Contacts Directory	Listing of phone numbers, business hours for each unit, description of the issues for which each unit may assist.
Manuals & Specifications	Downloadable Manuals and Specifications. Documents are formatted in recent version of MS-Word.

Logging On

Once your communications software has connected to HP you will see a user interface that looks very similar to the one shown here. Enter your HP approved EDI Trading Partner ID and press <Enter>. If you do not know your EDI Trading Partner ID contacts the HP EDI Technical Support Help Desk.

If you do not see this screen after several re-tries refer to Frequently Asked Questions at the end of this manual.



```
C:\> Telnet usffsbbs001.txpln.us.eds.com

Wildcat! Interactive Net Server (c) 1998-2004 Santronics Software, Inc.
Registration number: 09-2908 v6.0.451.3 (Apr 13 2005) Node: 19
Connected with Telnet.  Ansi detected.

-----
      You have connected to node 19 on HIPAA Dial-up System
-----

Enter Your Trading Partner ID:
```

Next you will be prompted to enter your password. Enter your password and press <Enter>. This password is assigned by the HP EDI Technical Support Help Desk. If you do not know your password or if you logon fails after you enter a password contact the HP EDI Technical Support Help Desk. HP cannot tell you your password; however the EDI Technical Support Help Desk can re-assign you a different password to use in the future.

```
C:\ Telnet usffsbbs001.txpln.us.eds.com
Wildcat! Interactive Net Server (c) 1998-2004 Santronics Software, Inc.
Registration number: 09-2908 v6.0.451.3 (Apr 13 2005) Node: 19
Connected with Telnet. Ansi detected.

  You have connected to node 19 on HIPAA Dial-up System

Enter Your Trading Partner ID:9900002447

Enter Your Password: [***_          ]
```

Once you have signed on successfully you will see the Trading Partner Main Menu. Each screen you are presented will display your EDI Trading Partner ID, Facility Name and your connection Node. If you do not see this information or it does not appear correct terminate your connection and contact the HP EDI Technical Support Help Desk. Menu options may vary as peripheral features are modified for business needs. Every attempt is made to ensure menu option lettering will not change.

```
C:\ Telnet usffsbbs001.txpln.us.eds.com

  Trading Partner Main Menu

You are Trading Partner: 9900002447
                        EDS
Connected to node: 19

  A Transmission Submission
  B Transmission Retrieval
  C Contacts Directory
  F Manuals & Specifications
  G Goodbye/Disconnect

Menu Sellation >>
```

Software Vendor Tips:

The >> is a good symbolic reference to trigger scripts. If a period of time passes before this event is triggered we suggest a disconnect and retry. In the past we have had issues with software that would continue the script despite missing a prompt. The result would be an attempted file transfer at a menu prompt or a loop resulting in a hung connection. This wastes resources and causes Trading Partner aggravation.

Transmissions Submission

The transmission submission menu lists all of the HIPAA transmission transactions HP accepts. You must batch your transactions by type in different files, since only one transaction type per transmission is permitted. However, you do not have to disconnect to send multiple transaction files. When your first transmission has completed you will be returned to the Main Menu. Select Transmission Submission again and send subsequent files.

```
Transmission Submission [step 1 of 5]    TP# 9900000001
Claims Processing Service
Connected to node 17

NOTE: Only one transaction type per transmission is permitted.

Select the transactions type you are submitting

A 837 Professional
B 837 Institutional
C 837 Dental
D Acknowledgments

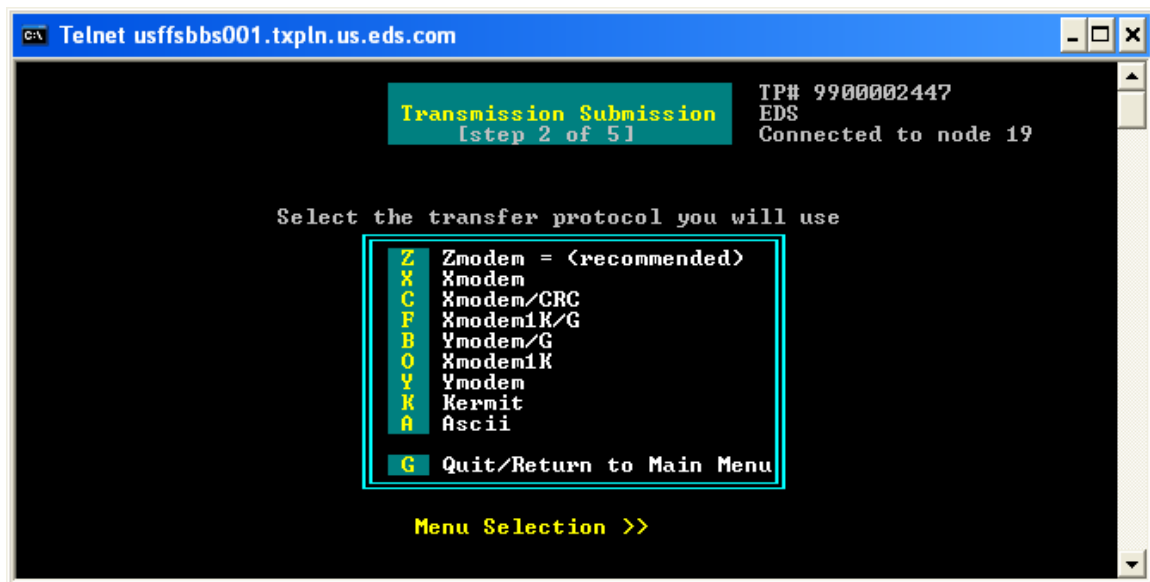
G Quit/Return to Main Menu

Menu Selection >> |
```

Software Vendor Tips:

Only one transaction type per transmission is permitted. Batch similar transactions into unique files. You do not have to disconnect to send multiple files. There are a host of scripting options to accomplish this however batching "on-the-fly" is not recommended. Dial-up will time-out and disconnect for inactivity. Have the files you intend to transmit ready before connecting.

Dial-up supports most popular asynchronous protocols. Zmodem is recommended.



Software Vendor Tips:

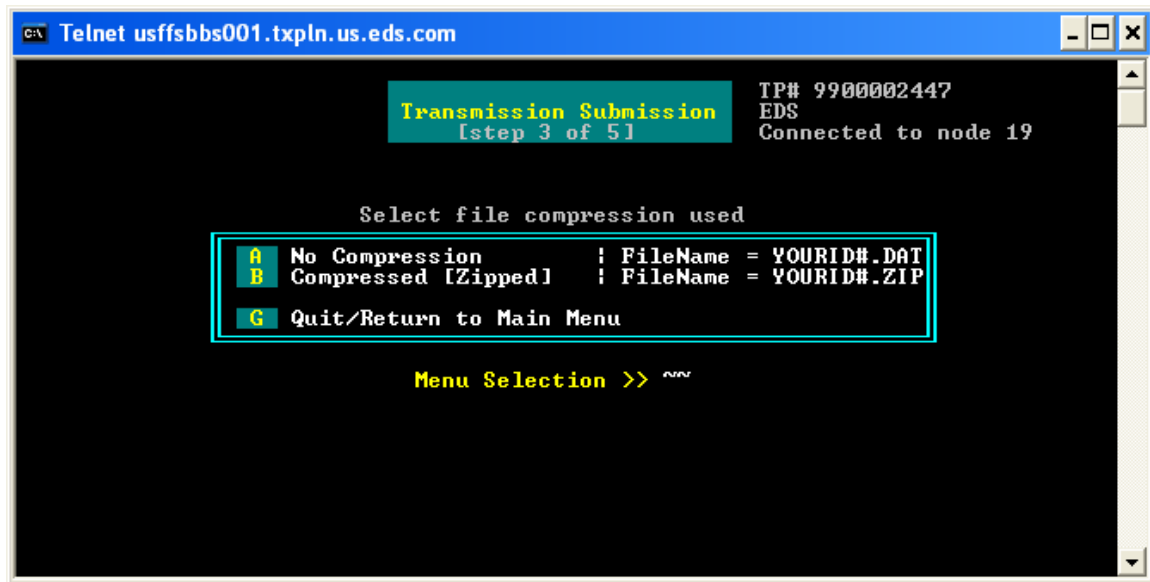
Zmodem is a popular streaming protocol put into the public domain by Telenet. It uses variable sized blocks to transfer data over even the noisiest phone lines. Zmodem does not require a high-speed or error-correcting modem with MNP or V.42 to be effective.

Xmodem uses a checksum method to ensure that the data received is the same as that which was sent. Xmodem checksum transmits 128-byte data blocks. This is not an efficient protocol since it must pause for acknowledgment between each block it transmits.

Kermit is not recommended for PC-to-PC transfers unless there is no

other choice. Kermit can cope with systems limited to seven-bit characters even when the data to be transmitted is in eight-bit form.

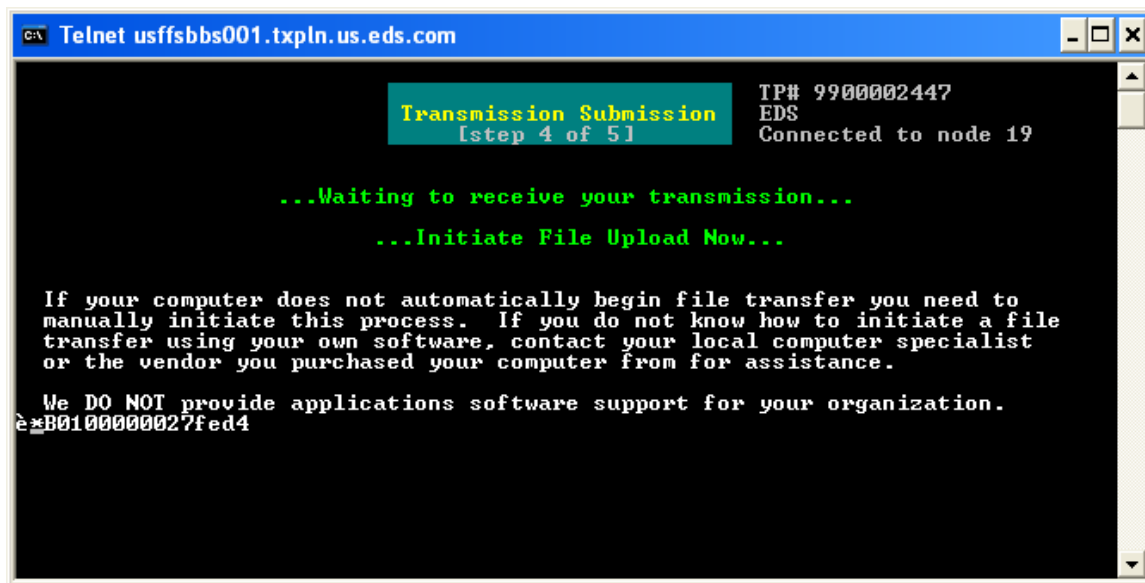
Dial-up allows you to select the file compression. Choose either “No Compression” or “Compressed [Zipped]”.



Software Vendor Tips:

Do not send compressed files through the “No Compression” option. At this screen, Dial-up is in receive mode and waiting for you to initiate the file transfer. If your computer does not automatically begin file transfer you need to manually initiate this process. If you do not know how to initiate a file transfer using your own software, contact your local computer specialist or the vendor you purchased your computer from for assistance. HP does not provide application software support.

Immediately after the file transfer is completed Dial-up will begin processing the transmission. The file must adhere to the file naming convention. Depending on the file size you may see some delay while the file is processed. Generally files take fewer than five seconds to be processed. A wait message is displayed during this time. Small files may take under a second to be processed and no message will display.



Software Vendor Tips:

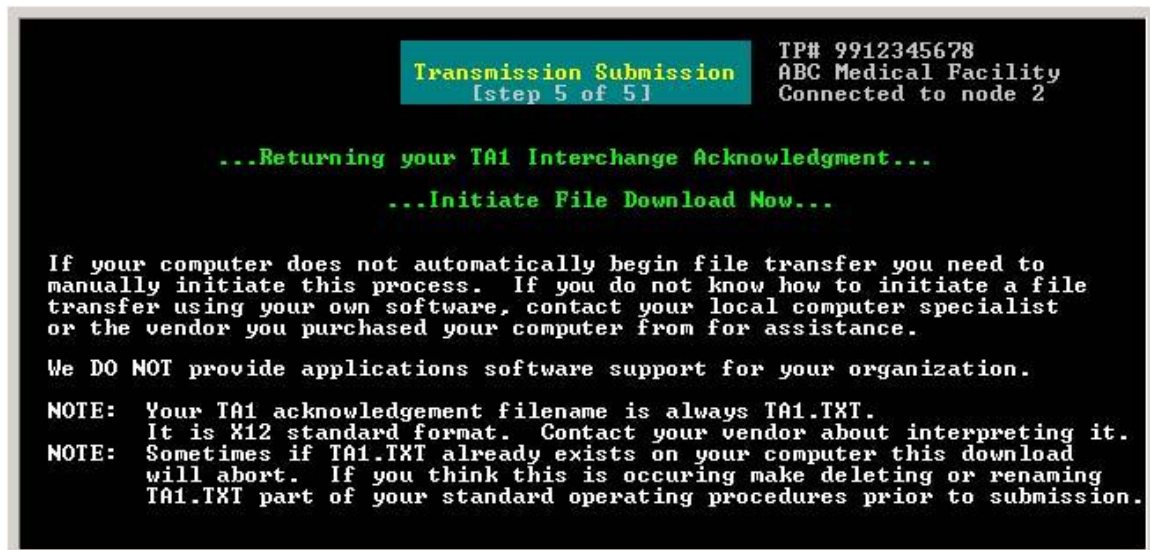
Trading Partners are required to know how to initiate the file transfer on their system. HP will not provide this support.

Once your transmission has been processed and a TA1 generated, Dial-up will attempt to return to your computer the TA1 acknowledgement transaction. TA1 is your receipt to know whether HP received your file successfully or if errors were encountered. Most protocols recognize this download attempt and will automatically begin file download. Like file upload, if your software does not initiate the download automatically you must initiate it manually. You cannot retrieve old TA1's using Dial-up.

The TA1 transaction will be downloaded to your software's default download directory unless you alter this setting. The TA1 is returned as a file named TA1.TXT. This is a standard X12 acknowledgment. If you do not know how to interpret this transaction consult your HIPAA representative or software vendor.

If you do not know how to initiate a file transfer using your own

software or know where to locate the TA1 acknowledgment on your system, contact your local computer specialist or the vendor you purchased your computer from for assistance. HP does not provide application software support.



Software Vendor Tips:

The TA1.TXT file is returned for every transmission sent. We recommend you rename or delete this file prior to transmission. Some protocols will abort if this file already exists on the client system.

Providing some type of TA1 viewer and translator is recommended for novice Trading Partners.

Transmission Retrieval

The transmission retrieval menu lists all of the HIPAA transmission transactions HP returns to Trading Partners. You do not have to disconnect to receive multiple transaction files. When your first download has completed you will be returned to the Main Menu. Select Transmission Retrieval again and continue with subsequent file transfers.



Dial-up supports most popular asynchronous protocols. Zmodem is recommended.



Dial-up allows you to select the file compression. Choose either “No Compression” or “Compressed [Zipped]”.



Software Vendor Tips:

If you have more than one file to retrieve, compression will allow you to retrieve all available files at once.

Dial-up will search archives to determine if the file you requested is available for download. This may take up to thirty seconds. A counter is displayed on the screen to show the number of attempts to find the requested file. If your file is not found by the sixth attempt you are returned to the Main Menu.



Software Vendor Tips:

Some creative scripting may be required here to determine whether control has been returned to the main menu or if a file match was found.

If the requested file is found in an accessible archive Dial-up will copy this file to a download area. This may take some time depending on the size of the file. The screen below is displayed during this time. You do not have to do anything. When the copy is completed, the next screen will display.



If your computer does not automatically begin file transfer you need to manually initiate it. If you do not know how to initiate a file transfer using your own software, contact your local computer specialist or the vendor you purchased your computer from for assistance. HP does not provide applications software support for your organization. The file returned will be named according to the naming convention displayed on the screen.



Software Vendor Tips:

Sometimes if a file already exists on the client system this download will abort. Delete or rename this file before attempting this download.

Trouble Shooting

Q. Modem is not dialing out?

- a. Confirm your phone line is live and you are dialing the proper phone number. One way to confirm the phone connection is to unplug the phone line from your modem and connect it to any regular voice phone. Dial the Dial-up number as you have it entered in your software. You should hear the Dial-up modem answer the line. Many support calls are due to forgetting to dial a 9 or 8 first to get an outside line. Also, shared phone lines can cause problems. For example, if your modem and FAX are connected to the same phone line, your FAX machine may be 'stomping' on your modem.
- b. Contact your software vendor or local computer specialist.

Q. My modem is dialing and connecting but I do not see the Logon Screen?

- a. Confirm modem settings.

Q. My TA1 control number never changes so I am either not getting the TA1 or it looks like I am getting the same TA1 for every transmission.

- a. The TA1 contains a Transaction Control Number. This is a unique number and never repeats. If your TA1 Transaction Control Number does not change you did not receive a TA1. The most common reason for this is that you did not delete or rename the TA1 file that currently exists on your system before submitting your transactions. In this scenario Dial-up recognizes TA1 already exists on your computer so the download is aborted. To prevent this from happening in the future delete or rename the TA1 file before submitting transmissions.

